Delete - Agreed

72. Measurement:
Distribution Of Common Transport Trunk Groups > 2%
Definition:
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.
Exclusions:
None
Business Rules:
Blocked calls and total calls are gathered during the official 20 day study for intraLATA traffic month.
Levels of Disaggregation:
☐Levels of Blocking equal to 2-2.99% ☐Levels of Blocking equal to 3-3.99% ☐Levels of Blocking equal to 4-5.99% ☐Levels of Blocking equal to 6-9.99% • Levels of Blocking equal 10% or greater

Calculation:	**Report Structure:**
# of trunk groups exceeding the threshold contained in the levels of Disaggregation.	Reported on local common transport trunk groups, and Ameritech Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None
Benchmark:
Diagnostic

Agreed

73. Measurement:

Percentage Missed Due Dates – Interconnection Trunks

Definition:

Percentage of trunk order due dates for interconnection trunks met within customer requested due date when that due date is later than or equal to the standard interval or, if expedited, (accepted or not accepted) the date agreed to by Ameritech. ~~Percentage of trunk order due dates missed on interconnection trunks.~~

Exclusions:

CLEC Caused Misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that Ameritech personnel complete the service order activity and it is accepted by the CLEC, which stops the clock. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks (Non projects – subject to standard interval)
- Interconnection Trunks (Projects – subject to negotiated interval)

Calculation:	Report Structure:
(# of trunk circuits missed ÷ total trunk circuits installed) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate

Measurement Type:

~~Tier 1 – Medium~~

~~Tier 2 – None~~

	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	None	None	None	None	None

Benchmark:

95% within customer requested due date or, if expedited (accepted or not accepted), the date agreed to by Ameritech. For projects, 95% within the negotiated due date. ~~Parity with Ameritech Interoffice Facility Trunks.~~

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

74. Measurement:

Average Delay Days For Missed Due Dates – Interconnection Trunks

Definition:

Average calendar days from due date to completion date on company missed interconnection trunk orders.

Exclusions:

CLEC Caused Misses.

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Σ (Completion date – committed circuit due date) ÷ (Total completed trunk circuits with missed Due Dates)	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~
~~Tier 2 None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Parity with Ameritech Interoffice Facility Trunks.

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

75. Measurement:

Percentage Ameritech Caused Missed Due Dates > 30 Days – Interconnection Trunks

Definition:

Percentage of Interconnection Trunk Circuits where installation was completed greater than 30 days following the due date.

Exclusions:

CLEC Caused Misses.

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
(# of interconnection trunk circuits completed greater than 30 days following the due date, ÷ total installed interconnection trunk circuits) * 100.	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~

~~Tier 2 None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

No more than 2% interconnection trunk orders completed > 30 days = IN, MI, OH, WI; Parity with Ameritech Retail = IL

Agreed

76. Measurement:

Average Trunk Restoration Interval – Interconnection Trunks

Definition:

Average time to repair interconnection trunks. This measure is based on calendar days.

Exclusions:

- ~~Excludes n~~Non-measured tickets (CPE, Interexchange, or Information).
- No Access/Delayed Maintenance.

Business Rules:

The start time is when the report is received. The source is WFA (Work Force Administration) and is at an item or circuit level. The stop time is when the circuit is restored and the report is cleared in WFA.

Levels of Disaggregation:

- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] ÷ total trunk trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~

~~Tier 2 None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

Parity with Ameritech Retail.

Agreed

77. Measurement:

Average Trunk Restoration Interval for Service Affecting Trunk Groups

Definition:

The average time to restore service affecting trunk groups.

Exclusions:

- ~~None~~Non-measured tickets (CPE, Interexchange, or Information
- No Access/Delayed Maintenance

Business Rules:

Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by Ameritech.

Levels of Disaggregation:

- Tandem trunk groups.
- Non-Tandem trunk groups.
- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared) - (date and time trouble report is received)] / total service affecting trunk group trouble reports	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 – High~~

~~Tier 2 – High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

Tandem trunk groups, 911, OS/DA, SS& and Interconnection Trunks – 1 hour; Non-Tandem trunk groups – 2 hours.

No Change -- Measurement Type Updated Per MI Remedy Plan Ruling

78. Measurement:

Average Interconnection Trunk Installation Interval

Definition:

The average time from receipt of a complete and accurate ASR until the completion of the trunk order.

Exclusions:

Customer requested due dates greater than 20 business days

Business Rules:

The clock starts on the receipt of a complete and accurate ASR and the clock stops on the date the work is completed.

Levels of Disaggregation:

- Interconnection Trunks
- SS7 Links
- OS/DA
- 911 Trunks

Calculation:	Report Structure:
Σ(completion date of the trunk order - receipt date of complete and accurate ASR) ÷ total installed trunk orders	Reported for CLEC all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 High~~

~~Tier 2 High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

20 Business days = IN, MI, OH, WI; Parity with Ameritech Retail = IL

Directory Assistance (DA) and Operator Services (OS)

No Change

79. Measurement:	
Directory Assistance Grade Of Service	
Definition:	
Percentage of directory assistance calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	**Report Structure:**
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate and all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

80. Measurement:

Directory Assistance Average Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Total queue time ÷ total calls answered	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 – None~~

~~Tier 2 – Low~~

	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	Low	Low	Med	Low	Low

Benchmark:

IL = 7 sec; IN = 7.7 sec; MI = 10 sec.; OH = 20.0 sec; WI = 6.3 sec

No Change

81. Measurement:	
Operator Services Grade Of Service	
Definition:	
Percentage of operator services calls answered within "X" seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation. Calls are categorized into the designated bands to determine the percentage of calls that were answered within "x" seconds.	
Levels of Disaggregation:	
• < 1.5 seconds • < 2.5 seconds • > 7.5 seconds • > 10.0 seconds • > 15.0 seconds • > 20.0 seconds • > 25.0 seconds	
Calculation:	**Report Structure:**
(Calls answered within "x" seconds ÷ total calls answered) * 100	Reported for the aggregate all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

82. Measurement:

Operator Services Speed Of Answer

Definition:

The average time a customer is in queue.

Exclusions:

None

Business Rules:

The clock starts when the customer enters the queue and the clock stops when a Ameritech representative answers the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the Ameritech call management system queue until the CLEC customer call is transferred to Ameritech personnel assigned to handling calls for assistance during hours of operation.

Levels of Disaggregation:

None

Calculation:	Report Structure:
Total queue time ÷ total calls answered.	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 None~~

~~Tier 2 Low~~

	IL	IN	MI	OH	WI
Tier 1	None	None	None	None	None
Tier 2	Low	Low	Med	Low	Low

Benchmark:

IL = 3.6 sec; IN = 3.3 sec.; MI = 10 sec.; OH = 20 sec.; WI = 2.7 sec.

No Change

83. Measurement:	
Percentage of Calls Abandoned	
Definition:	
The percentage of calls where the customer hangs up while the call is in queue.	
Exclusions:	
Ameritech generated test calls.	
Business Rules:	
The clock runs on a 24 hour cycle starting at 6:00 a.m. and ending at 6:00 a.m. This measurement determines the amount of calls that were abandoned against the number of operator positions available during the reporting period in quarter hour intervals.	
Levels of Disaggregation:	
• OS • DA	
Calculation:	**Report Structure:**
(# of calls abandoned ÷ number of operator positions available) * 100	Reported for the aggregate of all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

Local Number Portability (LNP)

No Change

91. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
• CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • CLEC requested Due Dates outside industry guidelines.	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. • Day after new NXX is opened – 4 Business days. The above-noted due dates are from the date of the FOC issuance. For partial LNP conversions that require restructuring of a customer account: • 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new. • >100 TNs, including entire NXX: The due dates are negotiated.	
Levels of Disaggregation:	
• NXXs Complete. • NXXs Partial (1- 100).	
Calculation:	**Report Structure:**
(# of LNP TNs implemented within Industry guidelines ÷ total LNP TNs) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%.	

No Change

92. Measurement:	
Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer	
Definition:	
Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.	
Exclusions:	
• CLEC caused or requested delays. • NPAC caused delays unless caused by Ameritech. • Cases where Ameritech did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of Ameritech's release request. In these cases, Ameritech may have to re-work to release the TN so it can be ported to meet the due date.	
Business Rules:	
Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total LNP TNs for which the subscription was released) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
96.5%.	

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

93. Measurement:

Percentage of Customer Accounts Restructured by the LNP Due Date

Definition:

Percentage of accounts restructured within the LNP order due date established in Measurement No. 91, and/or negotiated due date for orders that contain more than 30 TNs.

Exclusions:

None

Business Rules:

This measure is for partial LNPs only.

For partial LNP conversions that require restructuring of a customer account:

- 1-100 TNs: The LNP due date intervals will continue to be three business days and five business days from the issuance of the FOC depending on whether the NXX has been previously opened or is new.
- >100 TNs, including entire NXX: The due dates are negotiated.

NOTE: Ameritech restructures the account on the same order as the provisioning.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of LNP orders that were restructured by LNP due date) ÷ (total LNP orders that require customer accounts to be restructured) *100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type

~~Tier 1 Type~~

~~Tier 2 Type~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

96.5%

Delete – Agreed; Dissaggregations moved to Measurement 5

94. Measurement:
Percentage FOCs Returned Within "X" Hours
Definition:
Percentage of FOCs returned within a specified time frame from receipt of complete and accurate LNP or LNP with Loop service request to return of confirmation to CLEC.
Exclusions:
☐Rejected orders. ☐Ameritech retail disconnect orders in conjunction with wholesale migrations. ☐Orders involving major projects For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's Performance shall not include Service Bureau Provider processing, availability or response time.

Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted Requests:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI to Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

Levels of Disaggregation:

Orders are measured according to how the Service Order was received via Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed. Ameritech will measure unsolicited FOCs as jeopardies.

Manually Submitted Requests:

- Simple Residence and Business LNP Only (1-19 Lines) < 24 Clock Hours
- LNP with Loop (1-19 Loops) < 24 Clock Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Electronic Submitted Requests (via EDI):

- Simple Residence and Business LNP Only (1-19 Lines) Manually Processed < 5 Business Hours
- Simple Residence and Business LNP Only (1-19 Lines) Electronically Processed < 2 Business Hours
- LNP with Loop (1-19 Loops) Manually Processed < 5 Business Hours
- LNP with Loop (1-19 Loops) Electronically Processed < 2 Business Hours
- Simple Residence and Business LNP Only (20+ lines) < 48 Clock Hours
- LNP with Loop (20+ Loops) < 48 Clock Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Calculation:	**Report Structure:**
(# of FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

- Tier 1 – Low
- Tier 2 – Medium

Benchmark:

95%, and the average for the remainder of each measure disaggregated shall not exceed 20% of the established benchmark.

Agreed – Deleted Dissaggregations moved to measurement 6

94.1 Measurement:
Average Time To Return FOC
Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.
Exclusions:
-Rejected Orders. -Ameritech retail disconnect orders conjunction with wholesale migrations. -Orders involving major projects. For Resale and CPO a project is defined as > 250 lines, trunks, circuits, and/or telephone numbers. For Loops, LNP, LSNP, a project is defined as > 100 lines, trunks, circuits, and/or telephone numbers. • Where CLEC accesses Ameritech – LEC's systems using a Service Bureau Provider, the measurement of Ameritech – LEC's performance shall not include Service Bureau Provider processing, availability or response time.
Business Rules:

Orders are measured according to how the service order was submitted to Ameritech (i.e., electronically or manually) and are included in these disaggregations regardless of how they are processed.

Manually Submitted Requests:

Manual service order requests are those initiated via the CLEC by fax. The receive date and times are recorded and input on each service order in the ordering system for each FOC opportunity. The end times are the actual dates and times the FOCs are sent back to the CLEC via EDI to Fax. FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, as posted on the internet. If the receipt time is outside of normal business hours, then the start date/time is set to the beginning of the next business day. Example: If a request is received Monday through Friday between 7:00 a.m. to 5:00 p.m.; the valid start time will be Monday through Friday between 7:00 a.m. to 5:00 p.m. If the actual request is received Monday through Thursday after 5:00 p.m. and before 7:00 a.m. the next day; the valid start time will be the next business day at 7:00 a.m. If the actual request is received Friday after 5:00 p.m. and before 7:00 a.m. Monday; the valid start time will be at 7:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 7:00 a.m. All orders processed in the LSC utilize LSC hours. The returned confirmation to the CLEC will establish the actual end date/time.

Electronically Submitted Requests:

FOC business rules are established to reflect the electronic interface normal hours of operation, as posted on the internet, excluding holidays and Sundays. For electronically processed service requests, the start date and time is the receive date and time that is automatically populated by the interface. The end date and time is recorded by the interface EDI and reflects the actual date and time the FOC is returned to the CLEC. The EDI data is captured within MOR and is used to calculate the FOC measure.

For orders where FOC times are negotiated with the CLEC, the entry on the ACIS service order is used in the calculation. The request type is determined from the order class and order type tables to report the various levels of disaggregation

Measurement is disaggregated according to product type and order size only, and includes orders submitted either electronically or manually.

Levels of Disaggregation:

~~Manually Submitted Requests:~~

~~□Simple Residence and Business LNP Only (1-19 Lines)~~

~~□LNP with Loop (1-19 Loops)~~

~~□Simple Residence and Business LNP Only (20+ lines)~~

~~□LNP with Loop (20+ Loops)~~

~~□LNP Complex Business (1-19 Lines)~~

~~□LNP Complex Business (20-50 Lines)~~

~~□LNP Complex Business (50+ Lines)~~

~~Electronically Submitted Requests (via EDI):~~

~~□Simple Residence and Business LNP Only (1-19 Lines) – Electronically Processed~~

~~□Simple Residence and Business LNP Only (1-19 Lines) – Manually Processed~~

~~□LNP with Loop (1-19 Loops)~~

~~□Simple Residence and Business LNP Only (20+ lines)~~

~~□LNP with Loop (20+ Loops)~~

~~□LNP Complex Business (1-19 Lines)~~

~~□LNP Complex Business (20-50 Lines)~~

- ~~LNP Complex Business (50+ Lines)~~

~~Calculation:~~	~~Report Structure:~~
~~Σ[(Date and Time of FOC) – (Date and Time of Order Acknowledgment)] / Total FOCs)~~	~~Reported for CLEC, all CLECs, and Ameritech Affiliate.~~

~~**Measurement Type:**~~

~~Tier 1 – None~~

~~Tier 2 – None~~

~~**Benchmark:**~~

~~Diagnostic~~

No Change - Measurement Type Updated Per MI Remedy Plan Ruling

95. Measurement:

Average Response Time for Non-Mechanized Rejects Returned With Complete and Accurate Codes

Definition:

Average Response time for returning rejected non-mechanized LNP orders with complete and accurate identification of CLEC caused errors in the order.

Exclusions:

None

Business Rules:

For each non-mechanized order, the start time is the receipt date/time of non-mechanized order, and the end time is the transmittal time of rejection notification of the order due to CLEC-caused errors. The difference between the two is the duration in hours.

Levels of Disaggregation:

- LNP only
- LNP with Loop.

Calculation:	Report Structure:
Σ(Date & Time of Order reject – Date and Time Order receipt) ÷ Total non-mechanized LNP Orders Rejected	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Low~~

~~Tier 2 None~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

5 Business Hours.

Agreed

96. Measurement:

Percentage Pre-mature Disconnects for LNP Orders

Definition:

Percentage of LNP cutovers where Ameritech prematurely removes the translations, including the 10 digit trigger, prior to the scheduled conversion time.

Exclusions:

Coordinated Conversions.

Business Rules:

The count of incidents, on ~~a TN basis~~an order level, where the translations are ~~removed~~ released prior to the scheduled conversion. Count the number of cutovers that are prematurely disconnected (~~10 or more minutes before scheduled conversion time~~translations released prior to the due date). ~~This measure is based on a strict comparison between scheduled start time and actual start time.~~

Levels of Disaggregation:

- LNP only.
- LNP with Loop.

Calculation:	Report Structure:
# of premature disconnects ÷ total conversions * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

~~[illegible]~~

	IL	IN	MI	OH	WI
Tier 1	Low	Low	Med	Low	Low
Tier 2	None	None	None	None	None

Benchmark:

2% or ~~l~~Less cutovers are disconnected prior to the due date (translations are released prior to the due date).~~premature disconnects starting 10 minutes before scheduled due time~~.

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

97. Measurement:

Percentage of Time Ameritech Applies the 10-digit Trigger Prior to the LNP Order Due Date

Definition:

Percentage of time Ameritech applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs on the day prior to the due date.

Exclusions:

Where not technically feasible.

Business Rules:

Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.

Levels of Disaggregation:

- LNP only
- LNP with Loop

Calculation:	Report Structure:
(# of LNP TNs for which 10-digit trigger was applied 24 hours prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 High~~

~~Tier 2 High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

96.5%

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

98. Measurement:

Percentage Trouble LNP (I-Reports) in 30 Days of Installation

Definition:

Percentage of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Excluding subsequent reports and all disposition codes "11", "12", & "13" reports (excludable reports).
- Trouble reports caused by CPE or inside wiring.

Business Rules:

Includes trouble reports received the day after Ameritech personnel complete the service order through 30 calendar days after completion.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(# of LNP Orders that receive a network customer trouble report within 30 calendar days of service order completion ÷ total LNP Orders) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 – High~~

~~Tier 2 – High~~

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:

Parity with Ameritech Retail POTS – No Field Work.

Agreed

99. Measurement:

Average Delay Days for Ameritech Missed Due Dates (For Stand-Alone LNP Orders)

Definition:

Average calendar days from due date to completion date on company missed orders.

Exclusions:

On time or early completions.

Business Rules:

The clock starts on the due date and the clock ends on the completion date based on posted LNP orders. Retail comparison is installations, not disconnects.

Levels of Disaggregation:

LNP Only.

Calculation:	Report Structure:
[Σ(LNP Completion Date– LNP Order due date) ÷ total LNP orders where there was a Ameritech caused missed due date] * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Medium~~

~~Tier 2 Medium~~

	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	Med	Med	Med	Med	Med

Benchmark:

Parity with Ameritech Retail POTS – No Field Work.

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

100. Measurement:	
Average Time of Out of Service for LNP Conversions	
Definition:	
Average time to facilitate the activation request in Ameritech's network.	
Exclusions:	
• CLEC-caused errors. • NPAC-caused errors unless caused by Ameritech. • Large ports greater than 500 ports.	
Business Rules:	
The Start time is the Receipt of NPAC broadcast activation message in Ameritech's LSMS; and the End time is when the Provisioning event is done in Ameritech's LSMS. Calculate the total difference between the start time and end time in minutes for LNP activations during the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(LNP stop time – LNP start time) ÷ total LNP activated TNs	Reported for CLEC, all CLECs, and Ameritech Affiliate.
Measurement Type:	
~~Tier 1 High~~ ~~Tier 2 High~~	

	IL	IN	MI	OH	WI
Tier 1	High	High	Med	High	High
Tier 2	High	High	Med	High	High

Benchmark:
60 Minutes

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

101. Measurement:

Percent Out of Service < 60 minutes

Definition:

The Number of LNP related conversions where the time required to facilitate the activation of the port in Ameritech's network is less than 60, expressed as a percentage of total number of activations that took place.

Exclusions:

- CLEC caused errors.
- NPAC caused errors unless caused by Ameritech.
- Large ports greater than 500 ports.

Business Rules:

The Start time is the Time that an "activate NPAC" broadcast is received in Ameritech's LSMS. The End time is the Time the provisioning event is complete in Ameritech's LSMS. Count the number of conversions that took place in less than 60 minutes. There is no difference between the denominator for this measure and the denominator in measure #100.

Levels of Disaggregation:

None

Calculation:	Report Structure:
[(# of activated TNs provisioned in less than 60 minutes) ÷ (total LNP activated TNs)] * 100	Reported for CLEC, all CLECs, and Ameritech Affiliate.

Measurement Type:

~~Tier 1 Medium~~

~~Tier 2 Medium~~

	IL	IN	MI	OH	WI
Tier 1	Med	Med	Med	Med	Med
Tier 2	Med	Med	Med	Med	Med

Benchmark:

96.5%

911

No Change – Measurement Type Updated Per MI Remedy Plan Ruling

102. Measurement: (In Michigan subsumed by MI 6 (see next page)	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911 database file. This is only on resale or UNE loop and port combination orders that Ameritech installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
[Σ(Date and time error detected – date and time error cleared)] ÷ total errors	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	

~~Tier 1 Low~~

~~Tier 2 None~~

	IL	IN	OH	WI
Tier 1	Low	Low	Low	Low
Tier 2	None	None	None	None

Benchmark:
Parity

No Change

MI 6 Measurement: Only Reported in MI	
Erred Customer Record Update Files Not Returned by Next Business Day	
Definition:	
Erred Customer Record Update Files Not Returned by the Next Business Day measures the number of erred customer record update (CRU) files that are not returned by the next business day following processing completion, as a percentage of the total number of received CRU files with errors reported during the reporting period.	
Exclusions:	
Weekends and Holidays.	
Business Rules:	
Electronic CRU files are received by the gateway which is the front-end to the 911 system. Manual CRU files are received via fax. A business day is defined as Monday through Friday, 12:00 a.m. to 11:59 p.m. Mountain Time. The next business day is defined as the following business day by midnight (i.e., a file received on a Tuesday at 8:00 a.m. needs to be processed by Wednesday at midnight). Files processed on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Ameritech holidays] will be considered processed on the next business day (i.e., a file received on Saturday will be marked "processed" on Monday and must be returned by Tuesday at midnight). As records pass through the edit checks, records identified with errors are assigned a reason code (e.g. 101 address not valid) and written to an error file. The error file is created when the initial CRU file has finished processing. Once created, an Erred Customer Record Update File is returned back to the gateway and time stamped (by SCC) for retrieval by the submitting carrier.	
Levels of Disaggregation:	
• Manually Received • Electronically Received	
Calculation:	**Report Structure:**
(# of Erred Customer Record Update Files Not Returned by the Next Business Day / Total Erred CRU Files Received) * 100	Reported for CLEC, all CLECs, the aggregate of Ameritech, and Ameritech Affiliate.
Measurement Type:	
Tier 1 - None Tier 2 - None	
Benchmark:	
Parity with Ameritech Retail	

Agreed

103. Measurement: (In Michigan subsumed by MI 7 (see next page)	
Percent Accuracy for 911 Database Updates (Facility-Based Providers)	
Definition:	
The percentage of 911 records that were updated by Ameritech in error.	
Exclusions:	
CLEC Caused Errors.	
Business Rules:	
The data required to calculate this measurement will be provided by the CLEC based on the compare file. CLEC requests a compare file in writing through their assigned Ameritech Account Manager. This request should provide the requesting company's name (per CLEC interconnection or resale agreement), ACNA, requested geographic area (e.g., state, NPA, etc .), if the compare file is requested by email, diskette, CD-ROM, and the CLEC contact name, number, and e-mail address. Upon request, Ameritech will provide, within 14 business days of request receipt, an electronic compare file. CLEC will be provided a file that contains all customer information for the geographic area that they request (e.g., state, NPA, etc.). The file can be provided via CR-ROM, diskette, paper or as an electronic file (transmitted) The CLEC will provide the number of records transmitted and the errors found. Ameritech will verify the records determined to be in error to validate that the records were input by Ameritech incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by the CLEC.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# of Ameritech caused update errors ÷ Total updates) * 100	Reported for CLEC, all CLECs, Ameritech, and Ameritech Affiliate.
Measurement Type:	
~~Tier 1 Low~~ ~~Tier 2 None~~ IL IN OH WI Tier 1 Low Low Low Low Tier 2 None None None None	
Benchmark:	
Parity with Ameritech Retail.	